



PRIVACY POLICY

Updated February 15th, 2026

Mexico Mobility ("we," "us," or "our") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect information when you interact with our websites, services, phone systems, and communications.

Websites covered may include:

<https://mexicomobility.com>

<https://mexicomobility.mx>

By using our services, submitting a request, calling us, or communicating with us, you agree to this Privacy Policy.

1. Information We Collect

Personal Information: Full name, Email address, Phone number, Destination city, Hotel/resort/villa or delivery address, Rental dates, Product requested, Payment status, Reservation details.

Communication Information: Call recordings, Voicemail messages, SMS messages, Chat messages, Contact form submissions, Email communications.

Technical Information: IP address, Browser type, Device type, Cookies, Analytics data, Referral source.

2. How We Use Information

Provide rental quotes, Confirm reservations, Coordinate deliveries and pickups, Process payments, Send requested payment links, Provide customer support, Improve services, Prevent fraud or abuse, Comply with legal obligations, Send service-related SMS or email communications.

3. SMS Communications

You may receive SMS messages related to rental quotes, reservation confirmations, payment instructions, delivery coordination, and support follow-up. Message frequency varies. Message/data rates may apply. Reply STOP to opt out. Reply HELP for help.

4. Payments

Payments may be processed through trusted third-party providers such as Stripe or PayPal. Mexico Mobility does not store full credit card numbers on its servers.

5. Sharing of Information

We may share information only when necessary with trusted providers such as payment processors,

telecom providers, email providers, hosting providers, support platforms, automation platforms, and fraud prevention providers. We do not sell personal information.

6. Data Security

We use reasonable safeguards to protect information, but no method is 100% secure.

7. International Users

Information may be processed across multiple jurisdictions.

8. Cookies and Analytics

Our websites may use cookies, analytics tools, and advertising technologies.

9. Retention of Data

We retain information only as long as reasonably necessary.

10. Your Rights

You may request access, correction, deletion where legally permitted, or withdrawal of communication consent.

11. Third-Party Links

We are not responsible for third-party privacy practices.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

13. Contact Information

Mexico Mobility

<https://mexicomobility.com>

Email: admin@mexicomobility.com

Phone: 833-744-9444

14. Accessibility Equipment Scope

Mexico Mobility specializes in mobility equipment rentals such as scooters, wheelchairs, powerchairs, oxygen concentrators, CPAP equipment, and related travel mobility support.